Touchworks Session and Google Chrome

Happy October, ETSU Health team. This weeks Tips and Tricks will focus on how to properly close Google Chrome to prevent errors. Eliminate lingering login issues with Touchworks by closing all Chrome tabs. Inadvertently skipping the "sign out" step or neglecting to log out before breaks can disrupt access. By ensuring a fresh start, you can safeguard your session, boost efficiency, and avoid unnecessary technical hiccups.

To properly close your Touchworks session, always click the sign out button in the top right section of the Touchworks application and then close the tab.

Do not just "x" out of the session prior to logging out. Doing so will keep the session logged in, and will produce the following error:

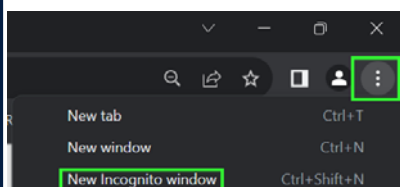If you get the above error within your Touchworks session, you must close **ALL** Google Chrome tabs/ windows to log the session out prior to opening a new Touchworks session. Alternatively, you can also open an "Incognito" Window and log into Touchworks if you would like to keep your other tabs active without having to restart them. To open an Incognito Window, follow the below steps:

Paste this link into Google Chrome and press enter:

https://meatwx1awebv001.prod.mea.h/TWClient/